



For Wi-Fi to Work

At the Modem

- **Wi-Fi** has to be **ON** in the modem / router
- Wi-Fi router **security set**. Many routers come with this password written on a card or under the modem. If no password is set then anyone in the vicinity can log onto your modem and use up your internet allowance, or worse.

At your computing Device (eg laptop, tablet, smartphone)

- **Wi-Fi has to be ON** in the tablet / phone/ PC. Sometimes this will be indicated by an LED, sometimes an icon in the status bar, sometimes nothing obvious.
- **Logged on** to the Modem / Routers Wi-Fi signal. This is the Wi-Fi password mentioned above. The password is case sensitive.

Troubleshooting

- Know what the LEDS and icons stand for on your modem. Typical ones are:
 - Power is on
 - Status of any Ethernet connections, typically 4 LED's on a modem/router
 - Status of the Wi-Fi wireless in the modem
 - DSL or PPP connection LED indicates that your modem can communicate with the matching modem at the telephone exchange. Failure of this LED indicates a poor phone line or interference, not connected to a phone line, your line filter incorrect or failed
 - A final LED that indicates you have an internet connection.
 - If you have the DSL or PPP LED on but can't get the Internet connection LED then this can indicate incorrect log on settings in your modem (usually the email address provided by your ISP and its password), or problems at the Exchange, or you haven't paid your bill for that ISP.
- Know how to turn the Wi-Fi On and Off on your laptop/tablet/smartphone.
- Sometimes you simply need to turn the modem off, wait 20 secs for the electrons to drain out and then turn it back on again.